the number of paid registered applicants reaches 10 or more at a place.

2. 60 per cent of capacity utilisation is achieved at the time of commissioning and 92 per cent within six months of commissioning, in case of exchanges of capacity 2000 Line and above. However, for small and medium capacity exchanges, there is no such restrictions.

Quick Customer services Scheme

887. SHRI SYED SIBTEY RAZI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL have provided some services to its subscribers under its 'Quick Customer Service' scheme;

(b) if so, the details of services provided under this scheme, with criteria to avail of these services;

(c) whether Government propose to advice the subscribers to book their complaints for non-working of telephone connections under this service for prompt redressal of their complaints;

(d) if so, the details thereof and if not, the reasons therefor;

(e) whether MTNL propose to issue some guidelines through electronic and other media for subscribers as what they have to do in case of non-functioning of their telephone connections;

(f) if so, the details thereof and if not, the reasons therefor;

(g) whether the telephone numbers provided zone-wise under Fault Repair Service are never available to subscribers;

(h) whether the operators attending Fault Repair Service neither disclose their names nor give number of the complaint for non-functioning of connections; and

(i) if so, what guidelines are to be issued for subscribers in this regard for ideal functioning of MTNL?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. MTNL has set up 19 'Quick Customer Service' Centre in Delhi and 35 in Bombay.

(b) The details of services provided under this scheme are given below:—

(i) Provision of accessories like long cord, plug & socket, plan instruments.

(ii) Phone Plus facilities like call waiting, call transfer, Dynamic STD lock, Hotline, Abbreviated dialing etc.

(iii) Baring of STD.

(iv) Safe custody for short duration (upto 90 days).

(v) Shift under same exchange area in Delhi. In Bombay shift within same premises only.

CRETERIA

Facilities at Sl. No. (i) to (v) can be availed as under:—

(i) This facility can be availed by all the subscribers.

(ii) It can be availed by subscribers connected to electronic exchanges only.

(iii) Can be availed by subscribers connected to other than electronic exchanges.

(iv) -do-

(v) can be availed by all subscribers.

(c) No Sir.

(d) Department of Telecom is already having a well organised complaint booking system.

(e) and (f) The procedure for registering complaints is already published in the information pages of the telephone directory further from time to time advertisements are given in the news papers furnishing

names and telephone numbers of supervisors and officers who are to be contacted in case of any delay/ difficulty.

(g) No, Sir. It is not a fact. There are adequate number of 198 positions and these are properly manned and calls received are answered promptly. However at peak traffic hours sometimes a caller may get the service busy.

(h) Operators at 93 have specific instructions to record the complaint and give the docket number. Operators are not required to disclose their names to the complainants; they however give their position number.

(i) As mentioned in (c) and (f) details of officers alongwith their names and telephone numbers have been prominently mentioned in the information pages of the telephone directory and these are also advertised in the Newspapers from time to time. Advising the subscribers to contact these officers in case of any difficulty so that their complaints could be dealt with at higher level.

Repair of faulty telephone connections

8884. SHRI SYED SIBTEY RAZI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL have provided telephone number '198' for booking complaints for repair of faulty telephone connection;

(b) whether this service is available to subscribers of all localities of Delhi;

(c) if not, the reasons therefor;

(d) whether the subscribers have also been advised to use exchange code for availing this service;

(e) if so, the details thereof;

(f) whether attendance of service at No. '198' is very quick than exchange code numbers where no response is given to subscribers for several minutes for booking of complaints;

(g) if so, whether MTNL propose to ask its officals to make surprise check calls exchange code complaint service centres to verify the services rendered thereby;

(h) whether the complaints either booked at '198' or exchange code are attended within some time limit;

(i) if so, the details thereof and if not, what action is taken on pending complaints;

(j) whether concerned official submit a statement of pending complaints to their respective General Managers if these are not attended within 24 hours of booking; and

(k) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) IN DELHI For making telephone complaints from the exchange from where the telephone change area of the same is working 198 is required to be dialled but when the complaint is made from another exchange area **'2198 number is to be dialled where prefix xxx represents the code of the exchange from where the telephone against which complaint is required to be made is working e.g. for a faulty telephone number say 6436789 from other exchange complacnt can be made by dialling 6432198.

IN BOMBAY

Subscriber has to dial (xxx) 2198 (xxx stands for the exchange prefix of the number to be reported faulty) during 7 a.m. to 7 p.m. During the period 7 p.m to 7 a.m. when (xxx) 2198 service is not available, subscriber can dial 198 to register their complaints.

(b) Yes, Sir.